

## **AMENDMENTS TO THE SPECIFICATION**

Please replace the paragraph extending from page 9, line 24 to page 10, line 10 with the following paragraph:

In order to provide such transparent information, reverse proxy system 46 uses forward mapping techniques where a request for information is made. For example, “ubspainewebber.com” is forwarded to service system 30 by mapping the uniform resource locator (URL) thereto, e.g., <ubspainewebber.com>. To prevent the bypass of interface system 40 and reverse proxy system 46 by links embedded in the HTML sections of service system 30, service system HTML section links are set to allow reverse proxy system 46 to determine the originating service system 30 by maintaining all embedded links as non-complete URLs. Certain static items, such as images and plain HTML pages, may be cached in reverse proxy system 46 to increase performance. Reverse proxy system 46 also provides a “single point of contact” system for all requests regardless of nature. This makes redundancy and scalability possible. For example, if the load on a server increases, the addition of another server can be utilized to increase service throughput. As a result, load-balancing tools such as LOCALDIRECTOR from CISCO or NETWORK DISPATCHER from IBM, may rout requests to less busy servers. Reverse proxy system 46 also allows for the purchase and installation of one provider system certificate, provides a standard port for secured socket layers (SSL) to assure proper usage through firewalls and affords high volume and availability.